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BILLING AND COLLECTION PROCEDURE

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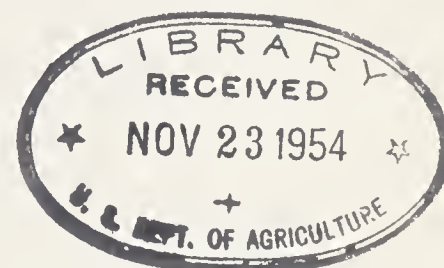
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Exhibits A to W



1. GENERAL

- 1.1 The orderly conduct of any business requires that adequate records be kept. This is particularly important in transactions which involve the receipt and disbursement of money. As an example of this, consider the ordinary telephone toll ticket. A toll ticket for \$1 is the same as \$1 in cash, and if this ticket is lost or misplaced, the effect is the same as throwing a \$1 bill into the wastebasket. If this toll ticket is charged to the wrong user, complaints and subscriber dissatisfaction will ensue. An essential first step in the successful operation of any telephone system, therefore, is the adoption of a workable and systematic method of accounting for revenue.
- 1.2 In the telephone business, accounting is divided into three main classifications: revenue accounting, plant accounting, and general accounting. This section is concerned with revenue accounting. Its purpose is to provide REA telephone borrowers with information on how to go about establishing and maintaining efficient and effective procedures for billing and collecting. Because there are 2 basic types of revenue accounting systems, this section accordingly is divided into 2 parts.
- 1.3 Part I deals with the ledger plan of accounting. This plan requires the keeping of a detailed ledger sheet for each subscriber's account. Such a sheet provides a chronological record of all transactions with a subscriber over a considerable period of time. Other information on the ledger sheet includes the subscriber's name, address, telephone number, and the equipment installed to serve him. Telephone organizations which propose a patronage refund plan for nonprofit operation will want to give this accounting method careful attention since the revenue information provided by the ledger can be particularly helpful in setting up such a plan.
- 1.4 Part II describes the stub plan of revenue accounting. This plan utilizes a stub form in place of a ledger sheet. It eliminates much of the manual work of the ledger system. It takes advantage of the fact that most telephone bills are paid in full shortly after being rendered and that actually a ledger is unnecessary. Paid stubs are removed from the active file and the remaining unpaid stubs are then available for collection procedure, billing as arrears, and for reconciliation of accounts receivable (due from customers and agents).
- 1.5 Following the presentation of these two plans for telephone billing and collecting, as Part I and Part II of

this publication, there are Exhibits which consist of suggested sample forms. The forms are suggested in the sense that they are samples made available for the use of borrowers on an optional basis.

- 1.6 Both the ledger plan and the stub plan may be handled on a manual basis by the smaller offices. They may also be adapted for machine posting and billing where the workload warrants. Experience in the industry has indicated that telephone organizations with less than 2,000 subscribers can generally meet their needs through manual billing. Systems of 2,000 or more subscribers generally realize improved efficiency with some method of machine billing. The methods, as presented here, have been tested and found workable and practicable. Systems installing them are cautioned, however, that steps, controls, and procedures are closely related and that changing one may require changes in others.
- 1.7 One principal advantage of the procedures described is their applicability to a growing system. Although designed to meet the needs of smaller telephone systems, they can be readily expanded to meet the needs of a growing system.

2. SUGGESTED PROCEDURE FOR MANUAL LEDGER PLAN ---- PART 1

- 2.1 Essential procedures for a manual ledger plan can be reduced to nine basic steps. These steps, together with references to appropriate sample forms, follow:

| <u>STEPS</u> | <u>SUGGESTED FORMS</u> |
|---|------------------------|
| 1. Application for service. | Exhibit A, B and C |
| 2. Service order. | Exhibit D and E |
| 3. Subscriber's record card. | Exhibit F |
| 4. Subscriber's ledger sheet and control sheet. | Exhibit G, H and I |
| 5. Toll ticket and toll statement. | Exhibit J |
| 6. Subscriber's monthly bill. | Exhibit K and L |
| 7. Mailing | Exhibit O |
| 8. Cash record and cash deposit control. | Exhibit P, Q and R |
| 9. Collection of delinquent accounts. | Exhibit S |

3. APPLICATION FOR SERVICE FOR COMMERCIAL TELEPHONE COMPANIES (See Exhibit A for suggested form)

Step 1

- 3.1 Subscribers' applications for initial service and their subsequent orders are usually received in the business

office or by telephone to a business office employee. Occasionally a plant lineman or installer will receive such requests. Applications should record:

1. Date of application;
2. Correct name and address;
 - a. Billing address;
 - b. Directory listing, if different;
3. Class of service desired;
4. Location of phone in premises and access data;
5. Credit reference;
6. Advance payments received;
7. Signature of applicant.

3.2 Every applicant should be advised of the installation charge and rental charge for the type of service requested or type of service available, the earliest possible installation date, any delay in directory listing, and toll billing procedures.

3.3 Information recorded on the face of the application is transferred to service order forms and forwarded to the plant department for installation as requested.

4. APPLICATION FOR SERVICE FOR COOPERATIVE TELEPHONE SYSTEMS (See Exhibits B and C for suggested form)

4.1 Applications for service with cooperative-type telephone systems will require a somewhat different treatment than is generally in use with the regular commercial telephone companies.

4.2 A form as suggested in Exhibits B and C will serve the needs of the cooperative-type operator in practically every case. It may be modified to meet area needs as required.

4.3 Should an application form of this type be adopted, it will be necessary to prepare separate commercial office subscribers' record cards for rental revenue controls.

4.4 In addition to the application for service, this form provides the basic application for membership in the cooperative organization and includes a promise to furnish a right-of-way easement.

5. SERVICE ORDER (See Exhibits D and E for suggested forms)

Step 2

5.1 Service orders should be prepared in sufficient number of copies so that each department involved in the furnishing of telephone service may establish necessary records and properly handle its work.

- 5.2 The completed service order form is forwarded to the wire chief or installation supervisor for designation of telephone number and for assignment to the installer for appropriate action.
- 5.3 After completion of the work and testing of the installed equipment, the installer fills in the balance of the form, completing the equipment record and materials report. The completed service order is returned to the plant superintendent who in turn makes a distribution as follows:
 - 5.31 Commercial Office and Revenue Accounting Copy: The original copy of the service order is returned to the business office where the information is recorded on the reverse side of the original application, which serves as the subscriber's record card (See Exhibit F). This then becomes the basis for the monthly rental charge. A subscriber's ledger sheet is made and a bill prepared showing the installation charge, the fractional monthly rate, and tax. If any installation charge has been paid in advance, the credit is shown and the bill is then mailed.
 - 5.32 Plant Accounting Copy for the Wire Chief and/or Plant Superintendent: The duplicate copy is retained by the plant superintendent, who prepares the plant records, classifies material by the appropriate account number, and forwards a record of same to the accounting office.
 - 5.33 Installer's Copy: The triplicate is returned to the wire chief and/or plant superintendent by the installer after completion of the work, recording the time required and materials used.
 - 5.34 Directory Copy: The quadruplicate copy is returned to the business office, and the information contained thereon is prepared for inclusion in the next directory. A copy of the same information is sent to the chief operator for the information records.

6. SUBSCRIBER'S RECORD CARD

(See Exhibit F for suggested form)

Step 3

- 6.1 The information on the revenue accounting copy of the service order is first checked to ensure that the rate charged for the type of service rendered is in accordance

with the established tariffs. The correct monthly rate is then entered on the commercial office subscriber's record card. These cards are maintained in subscriber-number sequence, and the rate shown becomes the basis for the regular monthly rental billing. The totals of the rates so entered on the record cards becomes the control total for the subscribers' monthly rental charges.

- 6.2 If a mechanized addressing system is maintained, a stencil or plate is then prepared which records the name, address, telephone number, and monthly rate and tax. From this plate, the ledger sheet is stamped and the initial bill is prepared. For the initial bill: determine the daily rate by dividing the monthly rate by 30. Multiply the daily rate by the number of days remaining in the month, excluding the day service was installed.
- 6.3 Compute Federal excise tax at applicable rate, state sales tax, or local taxes where applicable, add installation charge and any other special charges and total. Post these results to the subscriber's account under the proper headings on the subscribers' ledger sheet and, after proof, prepare the bill for mailing.
- 6.4 The total of the rental charges as shown on the subscriber's record cards becomes the control for the monthly rental charges billed on or about the first of each month.
- 6.5 Upon receipt of a disconnect or removal notice on a service order, fractional monthly charge is figured on the same basis as used for the initial bill, and after receipt of record of all toll charges to date of disconnect, a final bill is prepared.

7. SUBSCRIBER'S LEDGER SHEET AND CONTROL SHEET

(See Exhibits G, H and I for suggested forms)

Step 4

- 7.1 Adequate revenue and accounts receivable controls should be established to permit proving the bills prior to mailing. Either of two billing and bookkeeping plans may be used, the stub plan or the ledger plan.
- 7.2 The ledger plan will provide a ready, continuous billing experience of each subscriber. Ledger sheets can be combined in binders either by units or exchange areas and provide information easily accessible and understandable by any employee in the office. Entries can be made at any time during the month and totals proven before bills are released, and records of transactions and information can be more readily assembled through the ledger sheet.

Changes in type of service or rates can be recorded as they occur. By following the plan of having all entries made under the correct monthly designation, errors and omissions can be avoided. Rental charges can be carried from month to month with small possibility of error. Toll statements can be posted in telephone-number order and totals accumulated more easily. Cash and other credits can be posted daily and unpaid balances are detected easily.

- 7.3 For controlling and balancing purposes and in order to simplify the billing and segregate errors into small areas where such errors will be easy to locate, the total number of stations are divided into control units by exchange areas of approximately one hundred stations. Where exchange areas are small, a separate control unit can be established for each exchange of the system.
- 7.4 Monthly advertising billings are posted directly from advertising directory billing control record to the subscriber's ledger sheet.
- 7.5 For the cooperative system which intends to operate under the patronage refund plan, the ledger sheet will readily provide complete revenue information regarding each subscriber member.
- 7.6 As an alternative to the individual subscriber ledger sheet or card, a ledger sheet is offered as Exhibit H. A sheet of this type with supplemental sheets can be used to record billing information for at least 35 subscribers for a 1-year period. Its use will more easily provide totals for control purposes.
- 7.7 The control maintained by the accounting office is the balance of the previous month's unpaid accounts, plus the charges for the current month, less payments. The control sheet is used for the general ledger entries to the various accounts, i.e. rental and toll charges, excise taxes, cash payments, and other credits. See Exhibit I for a suggested control sheet.
- 7.8 While it is suggested that the smaller type of operations can be well served by a manual-type billing system, it is also recognized that there are various aids which can be of value.
- 7.9 In the preparation of monthly bills, it is suggested that some mechanical addressing system be secured. Any information that is to be repeated, such as names, addresses, phone numbers, rates, etc., can be reproduced accurately at speeds about 30 to 50 times faster than by

either handwriting or typing. By this method, nameplates can be made to include name, address, telephone number, rate, and excise tax, if desired. Such plates can be filed in telephone-number sequence and monthly bills prepared well in advance of the billing date.

- 7.10 After all entries have been posted and checked for the monthly period, monthly bills can be prepared in telephone-number order and completed at the rate of about 350 to 400 bills per day, depending upon the speed and experience of the clerk.

8. TOLL TICKET AND TOLL STATEMENT

(See Exhibit J for suggested form)

Step 5

- 8.1 The toll ticket shown in Exhibit J is typical of the form used by all telephone systems for recording information and charges in connection with long-distance calls. It is completed by the local or by the connecting-company operator and forwarded to the business or accounting office for setting up toll charges to the individual subscriber's account.
- 8.2 Toll operations will vary with each type of operation. There can be two classes of originating toll business:
- 8.21 Company Business: Toll messages transmitted over company-owned lines but only between company-owned exchanges.
- 8.22 Connecting-Company Business: Toll messages transmitted over Bell or other connecting-company lines in total, or partially over company-owned lines and Bell or other connecting-company lines.
- 8.3 Toll tickets can therefore be received from two sources:
- 8.31 Intra-system toll tickets, on a daily basis from the company chief operator;
- 8.32 From the connecting company, usually at the end of each five days.
- 8.4 Toll tickets should first be totaled and totals compared with the totals on the transmittal statement which accompanies the group of toll tickets. If in agreement, totals should then be entered on the connecting-company toll control record for the month which is compiled from the toll transmittal slips. Tickets are next sorted by telephone-number

sequence and date, and can be sorted by units of numbers, if desired, in an effort to reduce errors. Posting is done on the toll statements in telephone-number order and, in accordance with the practice of the industry, runs from the 21st of one month through the 20th of the following month.

- 8.5 After posting of all tickets received up to and including the 20th day of the month, tolls are added and the excise tax applicable then computed and entered on the toll statement. At this point a machine tape should be taken on all toll charges and the result checked with the toll control record.
- 8.6 The toll statements themselves are maintained in telephone-number sequence to be attached to the subscriber's bill. Toll tickets are maintained in the office files in telephone number and date sequence for reference in case of disputed charges. These files are generally required by law to be maintained for a period of 6 months. It is strongly urged that they be maintained until audited.
- 8.7 It will be noted that the suggested form for the toll statement (see Exhibit J) provides space for the name and number of each subscriber. It is recommended that both name and number be filled in as this will provide a check to catch any possible tickets recorded against incorrect names or telephone numbers. Where State sales taxes are applicable, provision has been made to record the amounts.

9. SUBSCRIBER'S MONTHLY BILL

(See Exhibits K and L for suggested forms)

Step 6

- 9.1 A two-part perforated bill form is recommended, consisting of a subscriber's bill and a cashier's stub. The subscriber bill portion should show the date by month and year, the subscriber's monthly rental and rental tax, toll service charges and toll tax, directory advertising charges, other service charges, and balances due, if any, on previous bills rendered. The total of all current monthly charges and balances due are reflected on the last line. The cashier's stub needs to show only the month and year and total due.
- 9.2 It is recommended that bill forms be printed in quantities estimated to meet future monthly requirements, with the month and year where applicable; this will save typing or hand stamping with a dating machine.

- 9.3 A supply of bills with no month indicated can also be obtained for use as duplicates when required. It is further suggested that one type of bill serve all purposes, as regular monthly bills, fractional bills, and/or final bills.
- 9.4 If a mechanized addressing system is maintained, the billing clerk can start early in the month to prepare all bills in telephone-number order. At this stage, the bill form on both the subscriber's bill and the cashier's stub will show:
- 9.41 The month and year;
 - 9.42 Subscriber's name and address;
 - 9.43 Telephone number;
 - 9.44 Rental rate and rental tax.
- 9.5 Upon completion of the posting of all toll tickets for the period, and after computing the tax and checking totals against the toll control forms, the totals on the toll statement are then posted to the ledger sheet for the current month.
- 9.6 Miscellaneous charges such as listings, directory advertising, etc., are entered and the account is then totaled. After all postings are made to the ledger sheets, the totals are checked with the control forms to ensure accuracy. The actual bills are then prepared from the information on the customer's ledger sheet and, after transferring this information to the customer's bill, the toll statement is attached to the bill.
- 9.7 Both the subscriber's bill and attached cashier's stub are mailed to the subscriber. The cashier's stub bears the notation, "Always return this stub with remittance."
- 9.8 The Internal Revenue Code of the United States imposes a Federal excise tax on the charges for telephone service, both for rental of equipment and for toll service. For reference see Section 3465 of the Internal Revenue Code. Under Section 3466 of the Code, certain exemptions are permitted. Should any subscriber claim exemption from the excise tax, it will be necessary for the subscriber to furnish a request for such an exemption. Exhibit L is suggested as an acceptable type of form. A file of these forms must be maintained in the business office to support any exemptions granted.

- 9.9 Where the volume warrants, consideration might be given to cycle billing. This method consists of dividing the accounts into as many equal groups as desired and billing each group on or about the same date each month. Experience indicates that such billing equalizes the billing work throughout the month, eliminating peak workloads in connection with such operations as cash posting and receipt of payment.

10. MAILING

(See Exhibit O for suggested form)

- 10.1 As a means of saving time and money in the billing operation, it is recommended that a window-type envelope be used. These can be prestamped, and in this connection a stamp affixer is suggested. For the larger operations, electrically driven stamp meter machines with a sealing device can be obtained.
- 10.2 With some bill forms, it is possible to use the regular Government stamped window envelope which can be obtained in quantity and printed with the name and address of the company by the post office department or the local printer.

11. CASH RECORD AND CASH DEPOSIT CONTROL SHEET

(See Exhibits P, Q and R for suggested forms)

Step 8

- 11.1 At the time of payment, either by mail or in person, the cashier or receiving clerk will verify the amount of payment with the total due as shown by the cashier's stub and will receipt-stamp both the subscriber's bill and the cashier's stub. If payment is made in person, the receipted bill can be handed the subscriber; if payment is received by mail, no receipt is necessary as the cancelled check serves this purpose. Should remittance be received in the office with no stub, it will be necessary for the clerk or cashier to prepare from the ledger a duplicate stub for the cash sheet entry and reconciliation.
- 11.2 The cashier's stubs are retained by the cashier or receiving clerk for reporting the payment. Cashier's stubs are retained in telephone-number order and posted to the daily cash sheet. The daily cash sheet is totaled to prepare the bank deposit; the cashier's stubs are posted to the subscribers' ledger sheets and then attached to the cash sheet.
- 11.3 It is suggested in the preparation of the exchange collection report (see Exhibit P) that all receipts from subscribers' accounts be summarized and recorded in total for the deposit period. Receipts from general ledger items, such as sale of materials and supplies or equipment, directory advertising revenue from

non-subscribers, collections from damage claims, etc., should be entered in detail and added to the deposit.

- 11.4 The cash deposit control sheet (see Exhibit Q) will give a complete cash control. Its use is optional with the smaller telephone companies.
- 11.5 After bank deposits have been made, the cashier should forward to the accounting office or head bookkeeper, the exchange collection report, with supporting cashier stubs attached, the cash deposit control sheet, and the duplicate bank deposit slip.
- 11.6 Any adjustments made to the subscribers' accounts should be shown on a voucher, similar to the one shown in Exhibit R, designating a voucher number for reference. All adjustments and corrections should be approved by an employee with delegated authority.
- 11.7 Public Pay Stations: Generally, billing and collecting for pay stations are handled in the same manner as regular subscriber accounts.
- 11.8 The basis for billing is the amount of the toll tickets plus excise tax for the toll billing period. Local service revenue is not normally recorded by tickets. In such cases, it is assumed that cash collections in excess of the tickets billed are local service revenues (for local calls). This excess collection will generally appear as a credit in the billing records, and an adjustment voucher should be prepared periodically to record this revenue.
- 11.9 Semi-Public Pay Stations: The basis for billing must include the monthly guarantee and tax (which is billed as exchange rental) plus the toll tickets and toll tax. Cash collections in excess of the amount due for toll and toll tax is a credit against the exchange rental and the subscriber must be billed for the amount of the guarantee less such credit. An adjustment voucher should be prepared to record any excess collections above the guarantee.

12. COLLECTION OF DELINQUENT ACCOUNTS

(See Exhibit S for suggested form)

Step 9

- 12.1 Generally speaking, subscribers can be divided into two classes--those who pay their bills promptly and those who do not. Those who pay promptly present no problem.

However, in order that no discrimination will result, it is suggested that a credit policy be established by the management to limit the amount and time of credit to be extended to the subscriber.

- 12.2 By consulting the ledger, the cashier, clerk, or head bookkeeper in charge of accounts can prepare lists of delinquent subscribers in accordance with the policy established.
- 12.3 The few who do not pay with any degree of regularity must receive special attention. The commonly accepted and proven policy in the telephone industry is to notify delinquent subscribers after a predetermined period of time has elapsed that the account is unpaid. Possibly this condition arises as an oversight or perhaps because of a disputed charge. At this point a telephone call to the delinquent subscriber is recommended, with a discussion as to reasons for nonpayment. Should this not produce results, a written notice such as that presented in Exhibit S will in practically every case bring the desired results.
- 12.4 Suspension notices should be prepared in duplicate and unless paid during the period specified, a phone call should be made on the last day of the period. If this does not result in payment there is then no recourse except to suspend service until the bill is paid.
- 12.5 Files of any uncollectibles should be maintained, and followup letters or personal visits employed as needed.

13. SUGGESTED PROCEDURE FOR STUB PLAN ---- PART II

- 13.1 Some of the procedures used in the stub plan are the same as those for the ledger plan. There are eight essential steps in using the stub plan:

STEPS

The essential steps are:

1. Application for service.
2. Service order.
3. Subscriber's record card.
4. Subscriber's monthly bill with stubs and control sheet.
5. Toll ticket and toll statement.
6. Mailing.

SUGGESTED FORMS

For suggested forms refer to:

Exhibits A, B and C
Exhibits D and E
Exhibit F

Exhibits L, M and N

Exhibit J
Exhibit O

7. Daily exchange collections
report, cash deposit
control sheet, and
adjustment voucher.

Exhibits P, Q and R

8. Collection of delinquent
accounts.

Exhibit S

Step 1

14. APPLICATION FOR SERVICE FOR COMMERCIAL TELEPHONE COMPANIES
(See Exhibit A for suggested form)

- 14.1 See Paragraph 3, part 1, procedure is similar for either
plan.

15. APPLICATION FOR SERVICE FOR COOPERATIVE TELEPHONES SYSTEM
(Exhibits B and C for suggested form)

- 15.1 See paragraph 4, part 1, procedure is similar for either
plan.

16. SERVICE ORDER
(See Exhibits D and E for suggested forms)

Step 2

- 16.1 See paragraph 5, part 1 procedure is similar for either
plan

17. SUBSCRIBER'S RECORD CARD
(See Exhibit F for suggested form)

Step 3

- 17.1 See paragraph 6, part 1, procedure is similar for either
plan.

18. SUBSCRIBER'S MONTHLY BILL WITH STUBS AND CONTROL SHEET
(See Exhibits L, M and N for suggested forms)

Step 4

- 18.1 A four part perforated bill form is recommended,
consisting of a subscriber's bill and a cashier's stub,
commercial stub, and accounting stub (see Exhibit M).
The subscriber's bill portion should show the date by
month and year, the subscriber's monthly rental and
rental tax toll service charges and toll tax, directory
advertising charges, other service charges, and balances
due, if any on bills previously rendered. The total of
all current monthly charges and balances due are reflected
on the last line. The remaining stubs show all informa-
tion and charges and are checked with the control sheets.

- 18.2 It is recommended that bill forms be printed in quantities to meet future monthly requirements.
- 18.3 Starting early in the month, the billing clerk can prepare all bills in telephone-number sequence either manually or by use of the addressing machine. At this stage, the bill form on both the subscriber's bill and the three stubs will show:
 - 18.31 The month and the year;
 - 18.32 Subscriber's name and address;
 - 18.33 Telephone number;
 - 18.34 Rental rate and rental tax.
- 18.4 In general, it is the practice of the telephone industry to bill all exchange rentals 1 month in advance from date of the bills. Toll tickets are posted to a toll statement as received. The custom of the industry is to figure the toll period from the 21st day of the month through the 20th of the following month, preceding the month in which local service revenues are billed. Toll charges are therefore billed in arrears, the toll statement being made part of the bill which is usually sent out on or about the first day of the month following the end of the toll period.
- 18.5 Upon completion of the posting of all toll tickets to the toll statements for the period, and after computing the tax and checking totals against the toll control forms, the totals on the toll statement are then posted to the bill and stubs
- 18.6 Miscellaneous charges such as listings, directory advertising, etc., are entered and the account is then totaled. After all postings are made to the bills the totals are checked with the control forms to ensure accuracy. The toll statement is attached to the bill. The stub billing system is controlled by a control sheet (see Exhibit N) which reflects the unpaid balances of the previous month and the charges for the current month broken down in the various categories in totals.
- 18.7 After all billing information has been posted to the bills and the controls checked, the first two portions of the completed bill, namely, the subscriber's bill and the attached cashier's stub, are mailed to the subscriber. The cashier's stub bears the notation, "Always return this stub with remittance." The accounting stub is forwarded to the accounting department as a control to be checked with the paid cashier's stubs as received from the cashier.

- 18.8 The commercial stub is retained by the cashier and maintained in a file, designated "unpaid" in telephone-number sequence. As payment is received, the paid commercial stubs are transferred to the file designated "paid" and retained until the end of the accounting period, then transferred to permanent files.
- 18.9 The commercial stubs remaining in the cashier's unpaid file at the end of the accounting period are readily available for collection procedure and for billing as unpaid balances.
- 18.10 The control maintained by the accounting office is the balance of the previous month's unpaid accounts, plus the charges for the current month less payments. The control sheet (see Exhibit N) is used for the general ledger entries to the various accounts, i.e. revenue, billing charges, payments, credits, and excise taxes.
- 18.11 The Internal Revenue Code of the United States imposes a Federal excise tax on the charges for telephone service, both for rental of equipment and for toll service. For reference see Revenue Act of 1943, Section 3465. Under section 3466 of the same act, certain exemptions are permitted. Should any subscriber claim exemption from the excise tax, it will be necessary for the subscriber to furnish a request for such an exemption. Exhibit L is suggested as an acceptable type of form. A file of these forms must be maintained in the business office to support any exemptions granted.

19 TOLL TICKET AND TOLL STATEMENT

(See Exhibit J for suggested forms)

Step 5

- 19.1 See paragraph 8, part 1 procedure is similar for either plan.

20. MAILING

(See Exhibit O for suggested form)

Step 6

- 20.1 See Paragraph 10, part 1, procedure is similar for either plan

21. DAILY EXCHANGE COLLECTIONS REPORT, CASH DEPOSIT CONTROL SHEET, AND ADJUSTMENT VOUCHER

(See Exhibits P, Q and R for suggested forms)

Step 7

- 21.1 At the time of payment, either by mail or in person, the cashier or receiving clerk will verify the amount of payment with the total due as shown by the cashier's stub and the commercial stub and will receipt-stamp both the subscriber's bill and cashier's stub, if returned, and the commercial stub.
- 21.2 Should remittance be received in the office with no stub, it will be necessary for the clerk or cashier to prepare a duplicate cashier's stub for the cash sheet entry and reconciliation.
- 21.3 If payment is made in person, the receipted bill can be handed to the subscriber; if payment is received by mail, no receipt is necessary as the cancelled check serves this purpose.
- 21.4 Upon receipt of payment, the cashier will remove the appropriate commercial stub from the unpaid file, stamp "paid" and file it in the paid commercial file, using the receipted cashier's stub to enter the payment on the exchange collection report sheet (see Exhibit P). At the time of bank deposit, the cashier's stubs are totaled and balanced against the money received, and the cash deposit control sheet is prepared. After deposit, the cashier's stubs, together with the exchange collection report sheet, the cash deposit control sheet, and the duplicate bank deposit slips, are forwarded to the head bookkeeper or the accounting office for reconciliation.
- 21.5 Upon receipt in the accounting office of the bank deposit slip, with the supporting daily cash sheet and cashier's stubs attached, a check is made with the accounting stub and if found correct, both accounting stub and cashier's stub are attached for filing.
- 21.6 Public Pay Stations: Generally, billing and collecting for pay stations are handled in the same manner as regular subscriber accounts.
- 21.7 The basis for billing is the amount of the toll tickets plus excise tax for the toll billing period. Local service revenue is not normally recorded by tickets. In such cases, it is assumed that cash collections in excess of the tickets billed are local service revenues (for local calls). This excess collection will generally appear as a credit in the billing records, and an adjustment voucher should be prepared periodically to record this revenue.

21.8 Semi-Public Pay Stations: The basis for billing must include the monthly guarantee and tax (which is billed as exchange rental) plus the toll tickets and toll tax. Cash collections in excess of the amount due for toll and toll tax is a credit against the exchange rental and the subscriber must be billed for the amount of the guarantee less such credit. An adjustment voucher should be prepared to record any excess collections above the guarantee.

21.9 The cash deposit control sheet (see Exhibit Q) will give a complete cash control. After entering the collections to the daily cash report for the subscribers' accounts, any general ledger items such as receipts from sale of material and supplies or equipment, directory advertising, revenue from nonsubscribers, collections from damage claims, etc., should be itemized and added to the bank deposit.

21.10 Any adjustments made to the subscribers' accounts should be shown on an adjustment and correction voucher similar to that shown in Exhibit R, designating a voucher number for reference. All adjustments and corrections should be approved by an employee with delegated authority.

22. COLLECTION OF DELINQUENT ACCOUNTS
(See Exhibit S for suggested form)

Step 8

22.1 See paragraph 12, part 1, procedure is similar for either plan.

(1)

(2)

(3)

(4)

Front

8"

Back

[illegible]

(1

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| | |
|---------------------|---|
| APPLICATION NUMBER | NAME OF COMPANY SUBSCRIPTION TO CAPITAL STOCK* OR APPLICATION FOR MEMBERSHIP AND TELEPHONE SERVICE |
| MAP NUMBER | |
| STOCK OR MEMBERSHIP | |

The undersigned (hereinafter called the "Applicant"), hereby subscribes for capital stock or applies for membership in a corporation to be organized** under the laws of the State of _____ under the name of _____ or other appropriate name (hereinafter called the

NAME OF PROPOSED CORPORATION

"Cooperative"), for the purpose of furnishing telephone service, upon the following terms and conditions:

1. The Applicant will pay an amount not to exceed \$____, which shall constitute the membership fee, payment for capital stock or equity payment. The amount of said membership fee, or the par value of shares of capital stock and the minimum number of shares to be held by an Applicant as a prerequisite to membership in the Cooperative, shall be set forth in the Articles of Incorporation or bylaws of the Cooperative. Payment shall be made as follows: A minimum of \$10 upon signing this application, and the balance of not to exceed \$_____ when an REA loan is obtained. The total amount of the cash equity required from or on behalf of any subscriber or main station will depend on the cash equity required as a condition of an REA loan and must be paid to the Cooperative before telephone service will be made available to the subscriber.
2. The Applicant will, when telephone service becomes available, take from the Cooperative telephone service to be used on the premises described below and will pay therefor monthly at rates to be determined from time to time in accordance with the procedure specified in the bylaws of the Cooperative, it being expressly understood that all amounts paid by the Applicant in excess of operating costs and expenses of the Cooperative are furnished by him as capital and he shall be credited with the capital so furnished as provided by the bylaws.
3. The Applicant will grant to the Cooperative a right-of-way easement to construct, operate and maintain a telephone line or system on the land described on the reverse side hereof and in or upon all streets, roads or highways abutting said land.
4. The Applicant will comply with and be bound by the provisions of the charter and bylaws of the Cooperative, and such rules and regulations as may from time to time be adopted by the Cooperative.
5. The Applicant, by becoming a member or shareholder, assumes no personal liability, or responsibility for any debts or liabilities of the Cooperative, and it is expressly understood that his private property is exempt from execution for any such debts or liabilities.

The application is made in consideration of similar applications by others and is understood to be an agreement with such applicants.

The acceptance of this application by the Cooperative shall constitute an agreement between the Applicant and the Cooperative, and shall continue in force for one year from the date service is made available by the Cooperative to the Applicant, and thereafter until cancelled by at least 30 days' written notice given by either party to the other.

The Applicant agrees that any part of the amount paid by him pursuant to this application may be used for the development of a telephone system. If the Cooperative is unable to obtain a loan from the Rural Electrification Administration to finance the construction of such a system or is unable to proceed with its plans to serve the Applicant for any other reason, the Applicant and the Cooperative agree that the amount paid by the Applicant, less such amount as has been expended for development expenses, either prior to or after incorporation, will be returned to the Applicant.

(Continued on Reverse Side)

*If the proposed corporation is organized with capital stock, this application shall constitute a subscription for capital stock.
**An appropriate change should, of course, be made in this paragraph if the Borrower is incorporated.

SAMPLE - USE OPTIONAL

TOM SECTION 1450
EXHIBIT C

APPLICANT DESIRES SERVICE AS FOLLOWS

| TYPE OF SERVICE | | GRADE OF SERVICE |
|------------------------------------|-----------------------------------|------------------|
| () RURAL RESIDENCE | () TOWN RESIDENCE | () ONE-PARTY |
| () RURAL BUSINESS | () TOWN BUSINESS | () TWO-PARTY |
| () RURAL PAYSTATION - SEMI-PUBLIC | () TOWN PAYSTATION - SEMI-PUBLIC | () FOUR-PARTY |
| | | () MULTI-PARTY |

LOCATION

| | | |
|---|---------------------|---------|
| COUNTY | POST OFFICE ADDRESS | |
| TOWNSHIP | RANGE | SECTION |
| APPROXIMATELY _____ MILES () NORTH () SOUTH | | |
| OF THE TOWN OF | | |
| () EAST () WEST | | |

TOTAL AMOUNT OF SUBSCRIPTION \$ _____ AMT. OF CASH PAID HERewith \$ _____

PRESENT TELEPHONE SERVICE (IF ANY)

| | |
|---------------------------------------|----------------------------|
| FURNISHED BY (NAME OF COMPANY) | GRADE AND TYPE OF SERVICE |
| FURNISHED FROM (LOCATION OF EXCHANGE) | LINE OWNED BY |
| | () SUBSCRIBER () COMPANY |

REMARKS:

DATE OF APPLICATION

SIGNATURE OF APPLICANT

DATE OF APPLICATION*

SIGNATURE OF APPLICANT*

DATE

WITNESS

SIGNATURE

This application accepted by the Board this _____ day of _____, 19__

TITLE _____ BY _____

*Husband and wife should both sign if this is a joint application.

| 4 SERVICE ORDER DIRECTORY COPY | | | | ORDER NO. |
|--|----------------------|-----------------------|-----------------------|-----------------------|
| DATE ISSUED | DATE DUE | EXCHANGE | TYPE OF SERVICE ORDER | |
| | | | TEL. NO. | |
| 3 SERVICE ORDER INSTALLERS COPY | | | | ORDER NO. |
| DIRE NAME | DATE ISSUED | DATE DUE | EXCHANGE | TYPE OF SERVICE ORDER |
| DIREC ADDE | | | | TEL. NO. |
| BILLI ADDE | | | | |
| 2 SERVICE ORDER PLANT ACCOUNTING COPY | | | | ORDER NO. |
| CLASS LISTI | DIRECTORY NAME | DATE ISSUED | DATE DUE | EXCHANGE |
| EXTRA LIST | DIRECTORY ADDRESS | TEL. NO. | | |
| JOINT LIST | BILLING ADDRESS | | | |
| MAP NO. | CLASSIFIED LISTING | | | |
| REMAI | EXTRA RES. LIST | ORDER NO. | | |
| | BUS. JOINT USER LIST | TYPE OF SERVICE ORDER | | |
| | MAP NO. | TEL. NO. | | |
| | SERVICE & EQUI | | | |
| | MILAGE CHG. | | | |
| | TOTAL | | | |
| | REMARKS: | | | |
| | MOVE OR S C CHG | | | |
| TRAFF | MILAGE CHG | | | |
| SWTC | CABLE NUMBER | | | |
| CONNR | CABLE PAIR | | | |
| INFR | LINE NUMMR | | | |
| DIBEC | OPEN WIRE PAIR | | | |
| | DATE EFFECTIVE | | | |
| | DATE FORWARDED | | | |
| | DATE COMPLETED | | | |
| | DATE EFFECT | | | |
| | DATE FORWAI | | | |
| | DATE COMPLI | | | |
| 1 SERVICE ORDER COMMERCIAL AND ACCOUNTING COPY | | | | |
| DATE ISSUED | | DATE DUE | EXCHANGE | ORDER NO. |
| | | | | TYPE OF SERVICE ORDER |
| | | | | TEL. NO. |
| - IN - | | | | |
| DIRECTORY NAME | | DIRECTORY NAME | | |
| DIRECTORY ADDRESS | | DIRECTORY ADDRESS | | |
| BILLING ADDRESS | | BILLING ADDRESS | | |
| CLASSIFIED LISTING | | CLASSIFIED LISTING | | |
| EXTRA RES. LIST | | EXTRA RES. LIST | | |
| BUS. JOINT USER LIST | | BUS. JOINT USER LIST | | |
| MAP NO. | | MAP NO. | | |
| SERVICE & EQUI | | SERVICE & EQUI | | |
| MILAGE CHG. | | MILAGE CHG. | | |
| TOTAL | | TOTAL | | |
| REMARKS: | | REMARKS: | | |
| MOVE OR S C CHG | | MOVE OR S C CHG | | |
| MILAGE CHG | | MILAGE CHG | | |
| TOTAL | | TOTAL | | |
| REMARKS: | | REMARKS: | | |
| FOR USE OF ACCOUNTING OFFICE ONLY | | | | |
| INCREASE DECREASE | | | | |
| EXCH. | F. TAX | S. TAX | RATE | ADV. |
| EXCH. | F. TAX | S. TAX | RATE | ADV. |
| FRACTIONAL CHARGE | | | | |
| FROM | THRU | EXCH. | F. TAX | S. TAX |
| FROM | THRU | EXCH. | F. TAX | S. TAX |
| MISC. BILLING INFORMATION | | | | |
| GOVT. BILL | | | | |
| TAX EXEMPT | | | | |
| COPIES OF BILL | | | | |
| CASH DEP. NO. | | | | |
| EFFECTIVE DATE | | | | |
| COMPL. DEPT. | | | | |
| RECORDED BY | | | | |
| COMPL. DATE | | | | |
| RECORDED BY | | | | |

5 1/4"

8"

SOME SYSTEMS MAY PREFER TO USE A DIFFERENT COLOR FOR EACH COPY OF THE SERVICE ORDER FOR THE PURPOSE OF QUICK IDENTIFICATION

REVERSE OF PLANT ACCOUNTING COPY

REPORT OF MATERIAL

LABOR—WIRING
LOSS AND GAIN

| STATION EQUIPMENT | MATERIAL CODE | NUMBER USED | NUMBER REMOVED | WIRING LOSS AND GAIN | | | | |
|----------------------|------------------|----------------|-------------------|----------------------|------------------------|---------------------|----------------------|----------------------------|
| HAND SET | | | | ITEM | HOW MANY INSTALLED? | HOW MANY REUSED? | HOW MANY REMOVED? | HOW MANY LEFT IN PLACE? |
| DESK SET | | | | | | | | |
| WALL SET | | | | | | | | |
| BELL BOX | | | | | | | | |
| SWITCH KEY | | | | | | | | |
| DIAL | | | | INSTRUMENT | | | | |
| | | | | INSIDE WIRE | | | | |
| | | | | DROP WIRE | | | | |

☐ HOUSE FORMERLY WIRED☐ HOUSE NEVER WIRED

| STATION WIRING | STOCK CODE | ACCT. | AM'T USED | AM'T RE-M. | DROP WIRES | STOCK CODE | ACCT. | AM'T USED | AM'T RE-M. |
|-------------------|------------|-------|--------------|---------------|----------------------|------------|-------|--------------|---------------|
| ARRESTOR | | | | | BOLTS, MACH- INE | | | | |
| CONNECTORS | | | | | BRACKETS | | | | |
| CLAMP, GR. | | | | | CONNECTORS | | | | |
| ROD, GR. | | | | | KNOBS C | | | | |
| KNOBS C | | | | | KNOBS S | | | | |
| KNOBS S | | | | | SLEEVE, NICO | | | | |
| SLEEVE, NICO | | | | | SCREWS, ANGLE | | | | |
| RINGS, DRIVE | | | | | SCREW EYES INSULATED | | | | |
| WIRE | | | | | CLAMP P. | | | | |
| WIRE | | | | | HOOK DR. | | | | |
| | | | | | WIRE | | | | |
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|--------------|--------------|------|--|--|--|------|--|
| LABOR | DATE CODE | | | | | | |
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| | | | | | | | |
| EQUIP. OK BY | | DATE | | | | TIME | |
| WIRE OK BY | | DATE | | | | TIME | |

RATE

ANNUAL

MONTHLY

EQUIPMENT

SUBSCRIBER LEDGER SHEET

PHONE No.

NAME

ADDRESS

Class of Line

Telephone No.

Connected

Disconnected

| CHARGES | | | | | | | | | | CREDITS | | | |
|---------|---------|--------|------|-------|------------|----------|-------|------|-------|---------|------|--|--|
| Date | Balance | Rental | Toll | Misc. | Rental Tax | Toll Tax | Total | Date | Misc. | Allow. | Cash | | |
| Jan. | | | | | | | | | | | | | |
| Feb. | | | | | | | | | | | | | |
| Mar. | | | | | | | | | | | | | |
| Apr. | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | |
| Aug. | | | | | | | | | | | | | |
| Sept. | | | | | | | | | | | | | |
| Oct. | | | | | | | | | | | | | |
| Nov. | | | | | | | | | | | | | |
| Dec. | | | | | | | | | | | | | |
| Jan. | | | | | | | | | | | | | |
| Feb. | | | | | | | | | | | | | |
| Mar. | | | | | | | | | | | | | |
| Apr. | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | |
| Aug. | | | | | | | | | | | | | |
| Sept. | | | | | | | | | | | | | |
| Oct. | | | | | | | | | | | | | |
| Nov. | | | | | | | | | | | | | |
| Dec. | | | | | | | | | | | | | |
| Jan. | | | | | | | | | | | | | |
| Feb. | | | | | | | | | | | | | |
| Mar. | | | | | | | | | | | | | |

9 1/2"

12"

SUBSCRIBERS LEDGER

NAME OF TELEPHONE COMPANY

[illegible]

EXTEND LEDGER COLUMNS TO 3 MONTHS
ON FRONT SIDE AND REMAINDER ON REVERSE.

—13—

8-28

| MONTHLY CONTROL RECORD | | MONTH | |
|-----------------------------|--|-----------------------------|--|
| | | DIVISION | |
| CUSTOMERS ACCOUNTS | | | |
| DEBIT | | CREDIT | |
| DEBIT BALANCE 1ST OF MONTH | | CREDIT BALANCE 1ST OF MONTH | |
| RENTALS | | CREDITS | |
| RENTALS TAX | | CASH | |
| TOLLS | | ALLOWANCES | |
| TOLLS TAX | | ADJUSTMENTS | |
| MISCELLANEOUS ADJUSTMENTS | | | |
| INSTALLS AND RECONNECTS | | | |
| LISTINGS | | | |
| ADVERTISING | | | |
| TELEGRAMS | | | |
| | | | |
| CREDIT BALANCE END OF MONTH | | DEBIT BALANCE END OF MONTH | |
| TOTALS | | TOTALS | |
| COIN BOX ACCOUNTS | | | |
| DEBIT BALANCE 1ST OF MONTH | | CREDIT BALANCE 1ST OF MONTH | |
| RENTALS | | | |
| RENTALS TAX | | CREDITS | |
| TOLLS | | CASH | |
| TOLLS TAX | | ALLOWANCES | |
| MISCELLANEOUS | | ADJUSTMENTS | |
| TELEGRAMS | | | |
| ADVERTISING | | | |
| INSTALL | | | |
| | | | |
| CREDIT BALANCE END OF MONTH | | DEBIT BALANCE END OF MONTH | |
| TOTALS | | TOTALS | |

10½"

8"

DATE

FROM

PLACE

STATE

TEL. NO.

PERSON

SPEC. INST.

T & C

TO

PLACE

STATE

COLLECT

TEL. NO.

PERSON

ACCEPTED

ADDRESS NAME

FILING TIME

M

OPERATOR

TOLL CENTER

MINS.

CLASS

TERM. VIA

CHARGE

FIRST ROUTE

MESSENGER

TAX

ALT. ROUTE

5"

2 1/2"

TOLL STATEMENT

NAME

TEL. NO.

DATE

PLACE CALLED

*

TOLLS
Under
25 cents

TOLLS
25 cents
and Over

SCHEDULE OF FEDERAL
TAX ON TOLL CHARGES:
15% Tax on Total Toll
Charges Under 25c;
25% Tax on Total Toll
Charges of 25c and Over

COLUMN
TOTALS

FED. TAX

STATE TAX

TOTAL AMOUNT DUE

EXPLANATION OF CODE IN * COLUMN

P—Person to Person Rate
A—Appointment Rate
M—Messenger Call Rate
MS—Messenger Service Charge
R—Report Charge
T—Telegram
N—Night and Sunday Station to Station Rate
(Night: 6:00 P.M. to 4:30 A.M.;
Sunday: 4:30 A.M. to 6:00 P.M.)
PN—Night and Sunday Person to Person Rate
(Night: 6:00 P.M. to 4:30 A.M.;
Sunday: 4:30 A.M. to 6:00 P.M.)
No Code—Station to Station Week Day Rate (4:30 A.M. to 6:00 P.M.)
C—In Place Called Column Indicates Message Received Collect

7"

3 1/2"

3 1/2" 9"

TELEPHONE CO., Dr.

Payable by Check or Money Order
In accordance with our terms. This bill is now
due and payable at our office.

When service is suspended
for delayed payment, a
charge for the restoration of service.

Always Return This Stub With Remittance
When remitting by check through the mail detach this stub
and enclose with check. Your cancelled check will be
your receipt. When paying in person at our office,
present both bill and stub with payment.

| | |
|--|--|
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| | |

Local Service Charge—Month of July.....
Toll Service, etc., (Statement Herewith).....
Directory Advertising as per Contract.....
Local Service.....to.....inc. \$.....(Service Con. Charge) \$.....
Fed. Tax Rental.....Toll.....
Subscriber's Record of Payment
Check No.....Date.....

Balance Due on Bills Rendered.....
Total.....

SOME SYSTEMS MAY PREFER TO USE DIFFERENT
COLOR BILLS FOR BILLING SUBSCRIBERS SUCH AS:
BLUE BILLS FOR FRACTIONAL CHARGES ON NEW
INSTALLATIONS, WHITE BILLS AS REGULAR
MONTHLY BILLS, AND PINK BILLS FOR RENDERING
FINAL BILLS.

| REQUEST FOR EXEMPTION FROM U.S. EXCISE TAX | | EXCHANGE |
|---|--|------------------|
| | | TELEPHONE NUMBER |
| <p>GOVERNMENT EXEMPTIONS:</p> <p>The undersigned requests exemption from taxes imposed by the Internal Revenue Code of the United States on all local telephone service, leased wire services, telegraph, telephone, cable or radio dispatches, messages or conversations billed or to be billed the undersigned. The undersigned certifies that such exemption is allowable by law or treaty for the reason that such services are being and will be furnished to:</p> <p><input type="checkbox"/> The United States, a State or a political subdivision thereof, and are and will be paid out of the funds of such.</p> <p><input type="checkbox"/> A person, firm, association or corporation specifically exempted by federal statute from the payment of such taxes.</p> <p><input type="checkbox"/> An officer or representative of the government of _____, exempted under specific treaty provisions.</p> <p><input type="checkbox"/> Other governmental exemptions. Detail on reverse side.</p> <p>_____ DATE _____ BILLING NAME _____</p> <p>By _____ TITLE _____</p> | | |

8"

5"

3 1/2" 15 3/4"

To The **TELEPHONE CO., Dr.**
Payable by Check or Money Order
In accordance with our terms - This bill is now
due and payable at our office.

When service is suspended
for delayed payment, a
charge for the restoration of service

Local Service Charge—Month of July.....
Toll Service, etc. (Statement Herewith).....
Directory Advertising as per Contract—
Local Service..... to..... Inc., \$..... (Service Con. Charge) \$.....
Fed. Tax: Rental..... Toll.....
Subscriber's Record of Payment.....
Check No..... Date.....

Balance Due on Bills Rendered
Total.....

SUBSCRIBER'S PORTION

TELEPHONE CO.
Always Return This Stub With Remittance
When remitting by check through the mail detach this stub
and enclose with check. Your cancelled check will be
your receipt. When paying in person at our office,
present both bill and stub with payment.

TELEPHONE CO.
Remittance
Attach this stub
check will be
your office
receipt.

TELEPHONE CO.
Remittance
Attach this stub
check will be
your office
receipt.

CASHIER'S STUB
COMMERCIAL STUB
ACCOUNTING STUB

SOME SYSTEMS MAY PREFER TO USE DIFFERENT
COLOR BILLS FOR BILLING SUBSCRIBERS SUCH AS:
BLUE BILLS FOR FRACTIONAL CHARGES ON NEW
INSTALLATIONS, WHITE BILLS AS REGULAR
MONTHLY BILLS, AND PINK BILLS FOR RENDERING
FINAL BILLS.

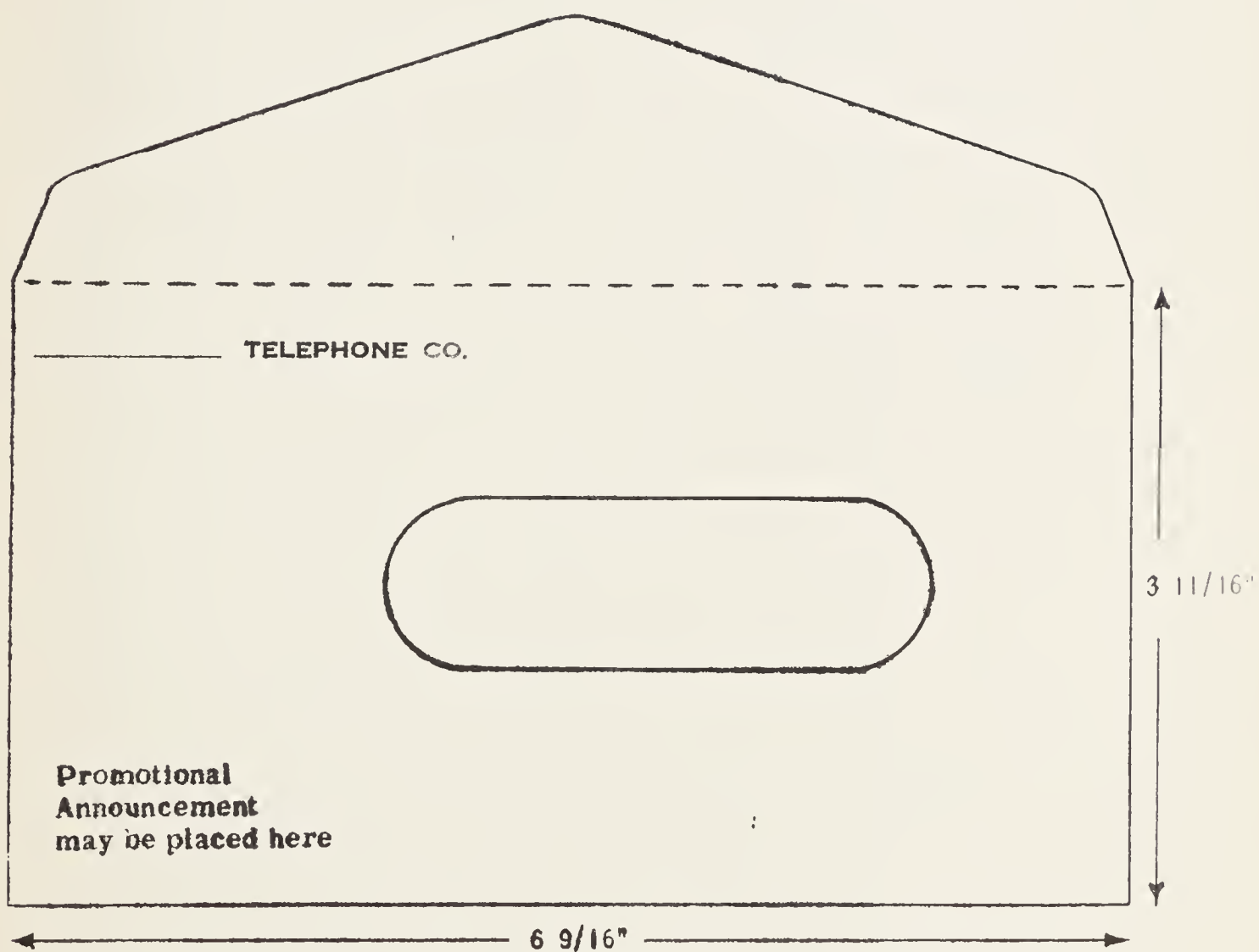
CONTROL SHEET MONTH OF _____

| ENTRIES | MONTHLY & FINAL | STUBS FRACTIONAL | TOTAL | ACCOUNT 118-A | LEDGER ENTRY |
|---|-----------------|---------------------|---------|------------------|-----------------|
| 1. RENT BILLED THIS MONTH..... | _____ | + _____ | = _____ | = _____ | CR 500 |
| 2. RENT TAX BILLED THIS MONTH... | _____ | + _____ | = _____ | = _____ | CR 159:2R |
| 3. ADVTG. BILLED THIS MONTH | _____ | + _____ | = _____ | = _____ | CR 174:1 |
| 4. MISC. BILLED THIS MONTH | _____ | + _____ | = _____ | = _____ | CR _____ |
| _____ | _____ | + _____ | = _____ | = _____ | CR _____ |
| _____ | _____ | + _____ | = _____ | = _____ | CR _____ |
| _____ | _____ | + _____ | = _____ | = _____ | CR _____ |
| _____ | _____ | + _____ | = _____ | = _____ | CR _____ |
| 5. TOTAL, LINES 1-4..... (_____) COPY IN 4TH COLUMN IN RED (_____) | | | | | |
| 6. TOTAL FROM FIRST COLUMN, LINE 5 OF NEXT MONTHS REPORT..... (_____) | | | | | |
| 7. NET OF LINES 5 & 6. (DR. ENTRY IF RED; CR. ENTRY IF BLACK) | | | | | 164 |
| 8. BAD DEBTS CHARGED OFF (ENTER IN RED) | _____ | - _____ | - _____ | - _____ | OR 11B.B |
| 9. TOLL BILLED 1ST THIS MONTH. _____ | | | = _____ | | |
| 10. TOLL TAX " " " " _____ | | | = _____ | | |
| 11. BAL. FROM L. 25 LAST MONTH.. _____ | | | = _____ | | |
| 12. TOLL ADJUSTMENTS THIS MONTH _____ | | | = _____ | = (_____) | |
| 13. TOLL BILLED FIRST OF NEXT MONTH (FROM LINE 9 NEXT MONTH)..... (_____) | | | | | |
| 14. TOTAL OF LINES 12 & 13 (TOTAL TOLL REVENUE THIS MONTH..... | | | | | CR 510 |
| 15. TOLL TAX ADJUSTMENTS THIS MONTH _____ | | | = _____ | = (_____) | |
| 16. TOLL TAX BILLED FIRST OF NEXT MONTH (FROM LINE 10 NEXT MONTH)..... (_____) | | | | | |
| 17. TOTAL OF LINES 15 & 16 (TOTAL TOLL TAX THIS MONTH)..... | | | | | CR 159:2T |
| 18. COLUMN TOTALS (OMIT) _____ + _____ = _____ (TOTAL OF FIRST COLUMN SHOULD AGREE WITH LINE 24, LAST MONTH) | | | | | |
| 19. DTHR ADJUSTMENTS _____ | | | = _____ | | |
| 20. COLUMN TOTAL (OMIT FIGURES IN ())..... | | | | | OR 11B-A |
| 21. BALANCE FROM COLUMN 4, LINE 24 OF LAST MONTHS REPORT..... | | | | | |
| 22. CREDIT BALANCES PAID THIS MONTH..... | | | = _____ | | |
| 23. CASH RECEIVED THIS MONTH (ENTER IN RED)..... | | | = _____ | | |
| 24. TOTALS (INCLUDE UNDERLINED TOTALS ABOVE)..... | | | = _____ | X _____ | |
| 25. BALANCES FROM STUBS, END OF MONTH, ACTUAL COUNT..... | | | = _____ | | |
| 26. TOTAL L. 6, 13, 16..... (_____) + (_____) + (_____) = _____ | | | | | |
| 27. TOTAL LINES 25 & 26 (SHOULD AGREE WITH LINE 24 ABOVE) SHOULD ALSO AGREE WITH LEDGER AS AT END OF THIS MONTH..... | | | | | |

10 1/2"

8"

MAILING



(COMPANY)

[illegible] $10\frac{1}{2}''$

RECEIPTS FROM

AMOUNT

Subscribers' Accounts

(Inc. Adv. Pay and Pay Stations) .

Final Accounts

Charged-off Finals

Security Deposits

Miscellaneous (Inc. Conn. Co.)

Overage or Shortage

Total Receipts Deposited . .

Deposit Slip Total . . \$.

Sheet _____ No. _____

Final Disc. _____ Date _____

Exchange _____ State _____

Depository _____

Depository _____

Cashier _____

(SIGNED)

Checked By _____ For Rev. Actg. Dept.

8 11

CASH DEPOSIT CONTROL SHEET

Date Stamp _____

| | | AMOUNT | INITIALS |
|-----|---|----------|-------------------|
| 1. | AMOUNT OF CHANGE IN CASH DRAWER | _____ | _____ |
| 2. | TOTAL OF TODAY'S PAID STUBS | * _____ | _____ |
| 3. | CASH ON HAND FOR THIS DEPOSIT (ACTUAL COUNT OF CASH) | _____ | _____ |
| 4. | OVER (SUBTRACT) OR SHORT (ADD) FOR THIS DEPOSIT | _____ | _____ |
| 5. | CASH DEPOSITED: DEPOSIT SLIP TOTAL (LINE 3 + OR - LINE 4) | * _____ | _____ |
| 6. | TOTAL OF PREVIOUS DEPOSITS THIS MONTH (LINE 7 PREVIOUS SHEET) | _____ | _____ |
| 7. | TOTAL DEPOSITED TO DATE (TOTAL OF LINE 5 + LINE 6) | ** _____ | CUMULATIVE TOTALS |
| 8. | CASH 0 THROUGH 99 | _____ | _____ |
| 9. | COLLECTIONS. 100 THROUGH 199 | _____ | _____ |
| 10. | AS 200 THROUGH 299 | _____ | _____ |
| 11. | TOTAL ED 300 THROUGH 399 | _____ | _____ |
| 12. | FROM 400 THROUGH 499 | _____ | _____ |
| 13. | AMOUNTS 500 THROUGH 599 | _____ | _____ |
| 14. | POSTED 600 THROUGH 699 | _____ | _____ |
| 15. | ON 700 THROUGH 799 | _____ | _____ |
| 16. | STUBS 800 THROUGH 899 | _____ | _____ |
| 17. | 7101 THROUGH 7119 | _____ | _____ |
| 18. | 7120 THROUGH 7139 | _____ | _____ |
| 19. | 7140 THROUGH 7160 | _____ | _____ |
| 20. | 9101 THROUGH PAY STATIONS | _____ | _____ |
| 21. | GENERAL LEDGER ACCOUNTS _____ | _____ | _____ |
| 22. | TOTAL COLLECTIONS (TOTAL OF LINES 8 THROUGH 21) | * _____ | _____ |
| 23. | TOTAL PREVIOUS COLLECTIONS (LINE 24 OF PREVIOUS SHEET) | _____ | _____ |
| 24. | TOTAL COLLECTIONS POSTED TO ACCOUNTS TO DATE (L.22 + L.23) | ** _____ | ** _____ |

*Double Underlined Amounts should be Equal.

**Triple Underlined Amounts should be Equal. Explain Overs, Shorts, Differences Below:

10 1/2"

8"

ADJUSTMENT AND CORRECTION
VOUCHER

| ADJUSTMENT AND CORRECTION VOUCHER | | | | | No. _____ |
|-----------------------------------|-------|----------------|--------|------|-----------|
| Name _____ | | Tel. No. _____ | | | |
| Date _____ | | | | | |
| Description | DEBIT | | CREDIT | | |
| | Acct. | Amt. | Acct. | Amt. | |
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| Approved _____ | | Posted _____ | | | |
| Manager | | Cashier | | | |

3 ¹/₄ "

5 ¹/₂ "

COLLECTION PRACTICES

THE _____ TELEPHONE COMPANY

IMPORTANT NOTICE

19

Our records indicate that payment has not been received for your telephone service. We realize that circumstances may have prevented you from paying the account before this time, or there may be something about your account or the terms of its settlement which you wish to discuss with us.

Please let us hear from you promptly. If payment is not received or a satisfactory understanding reached within five days from the above date, it will be necessary to suspend your service. This involves not only inconvenience to you but also a charge of \$1.00 for restoral. We hope you will enable us to avoid suspending your service.

The _____ Telephone Co.

Telephone

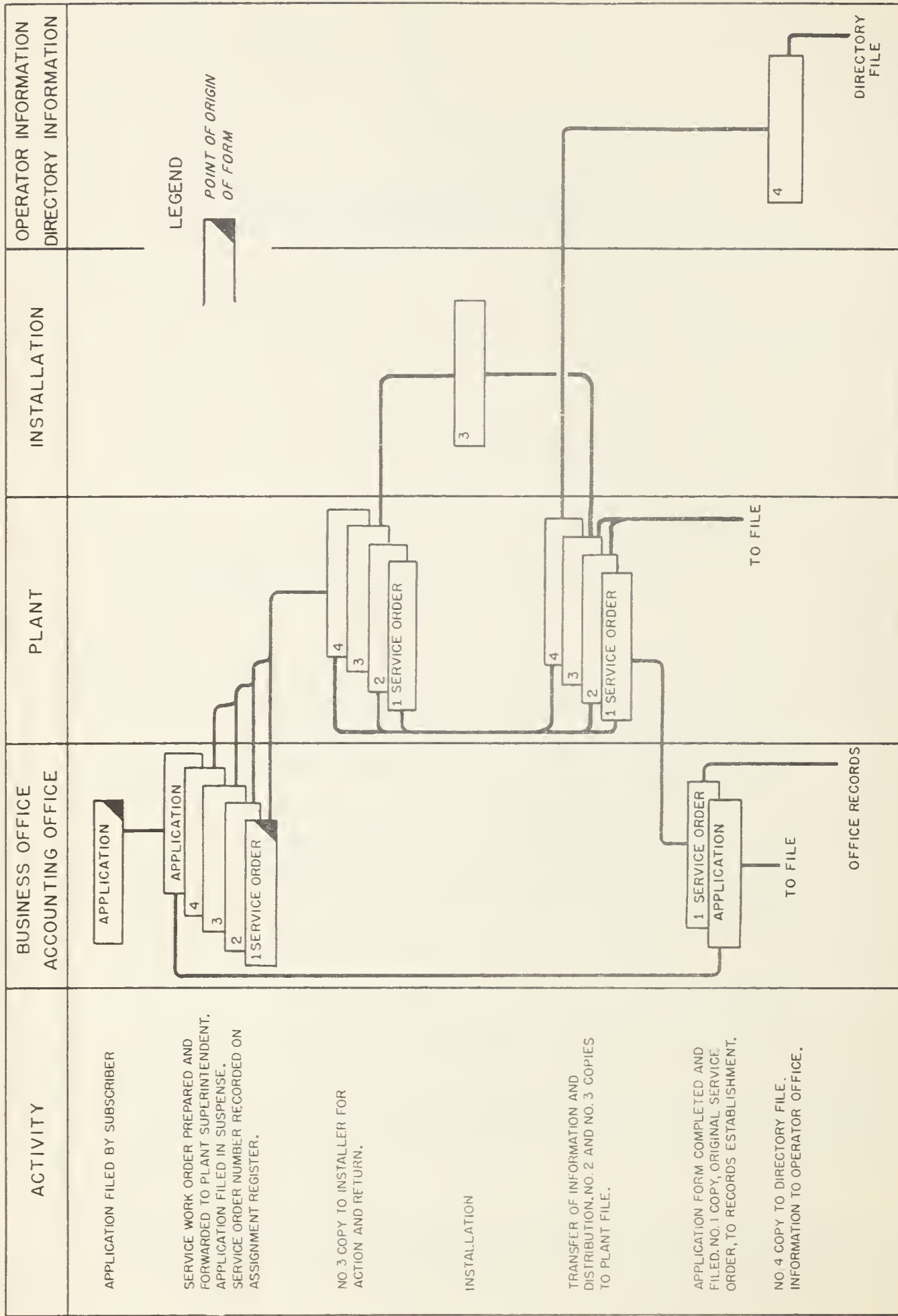
Number _____ Amount Due \$ _____

Please return your bill stub or this notice with your payment.

10½"

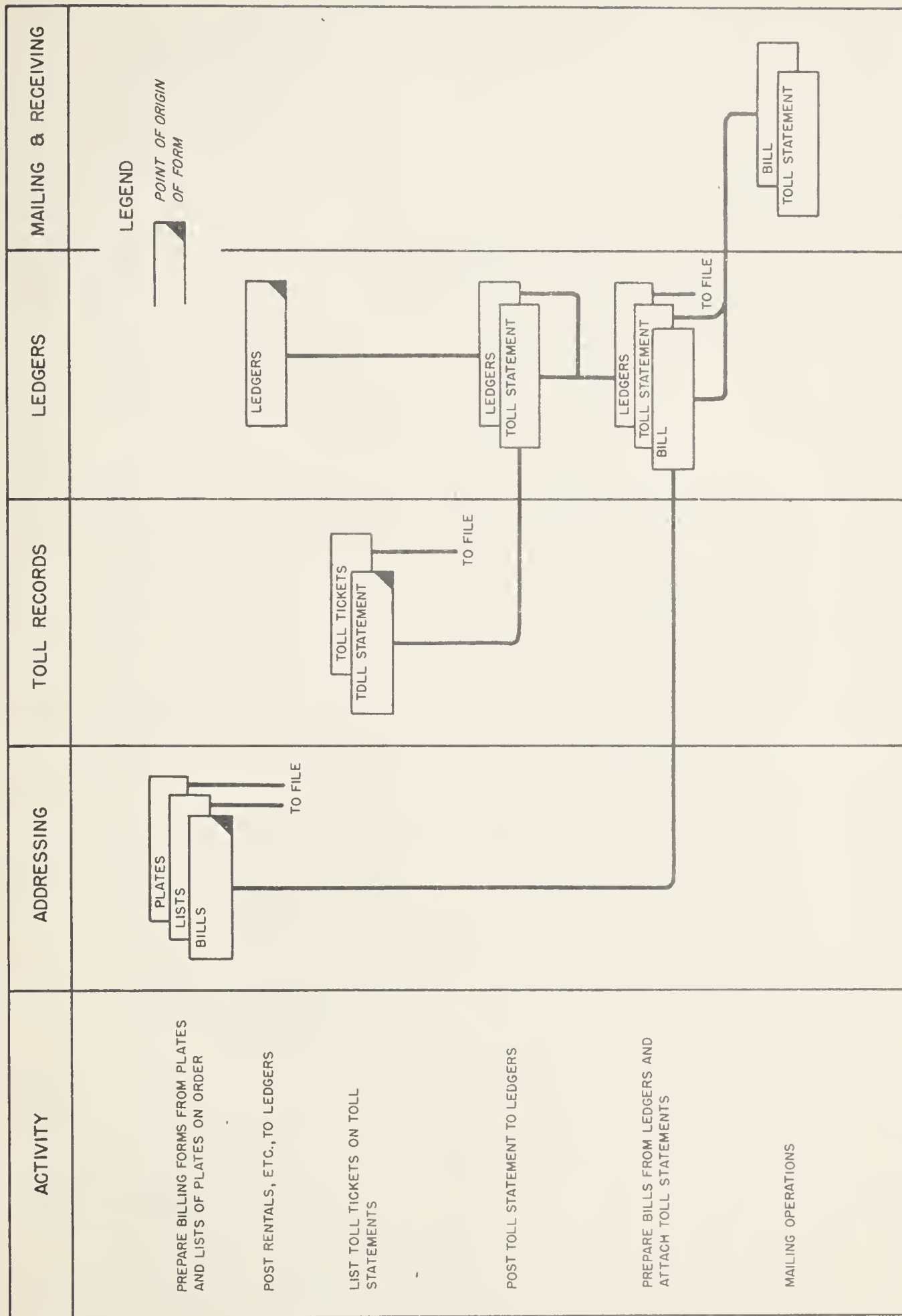
8"

SUBSCRIBER'S APPLICATION AND RECORDS ESTABLISHMENT



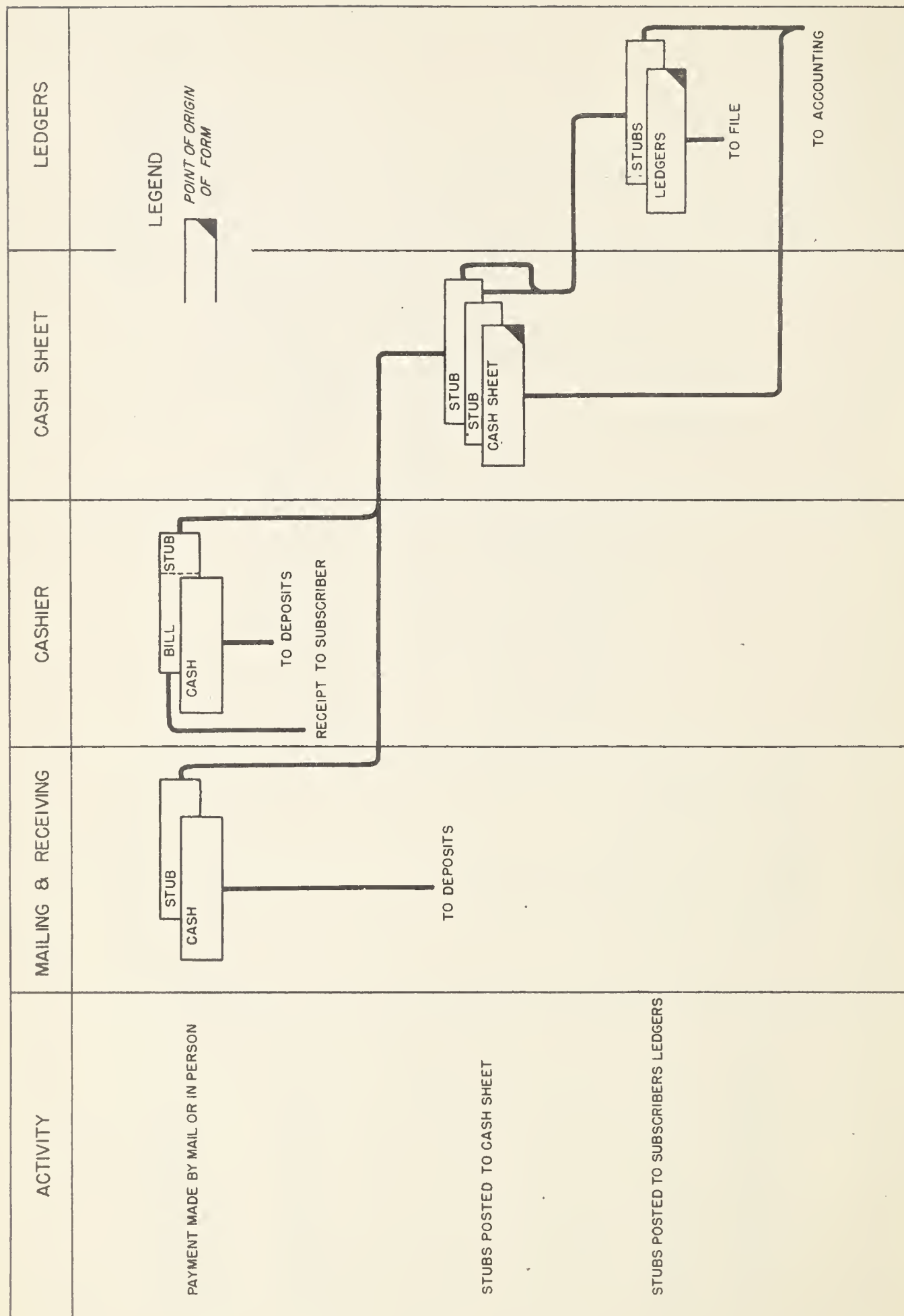
Note: Flow chart for the Stub Plan is similar to that of the Ledger Plan except that the Stub Form replaces the Ledger Sheet.

SUBSCRIBER BILLING PROCEDURE



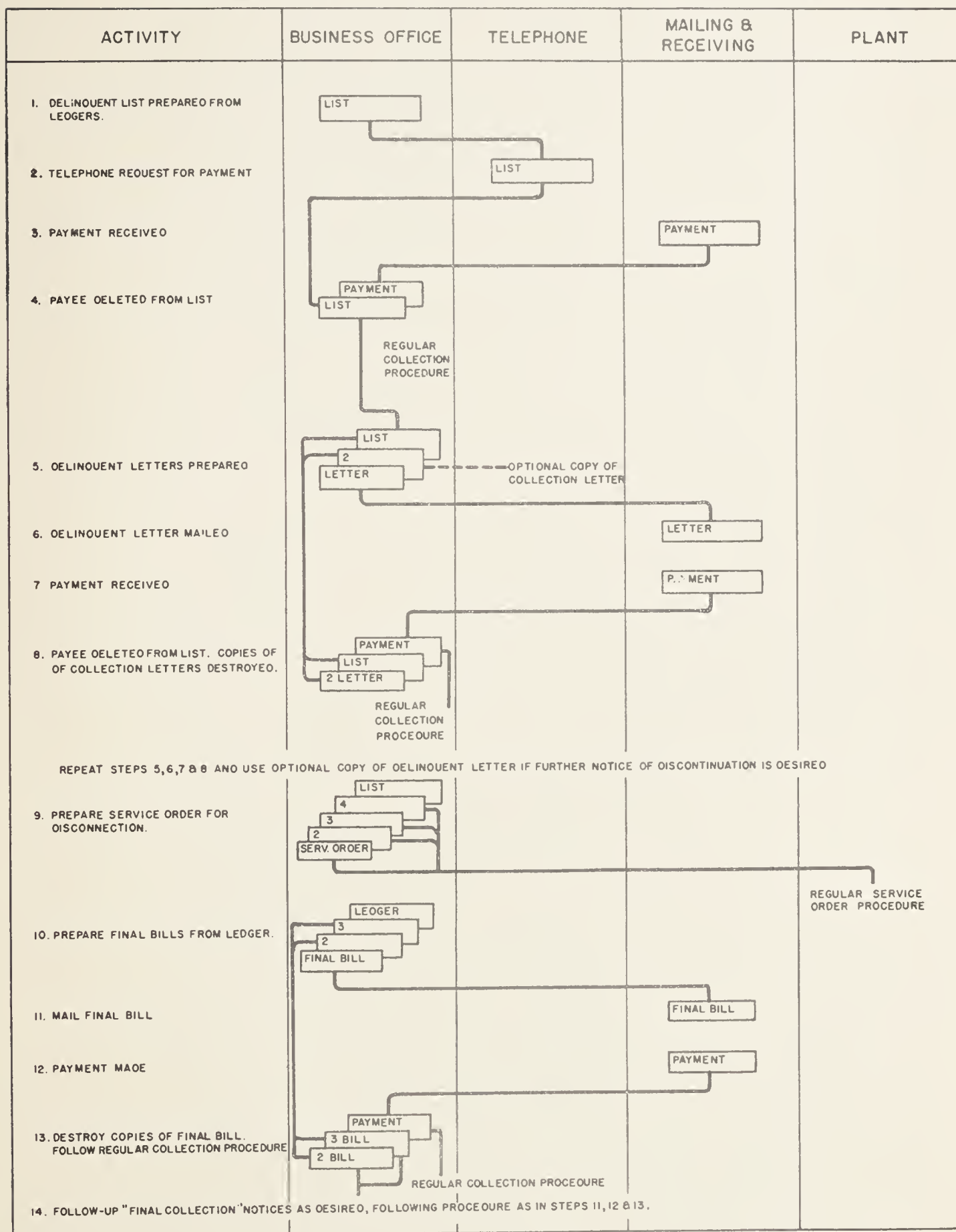
Note: Flow chart for the Stub Plan is similar to that of the Ledger Plan except that the Stub Form replaces the Ledger Sheet.

REVENUE COLLECTION PROCEDURE



Note: Flow chart for the Stub Plan is similar to that of the Ledger Plan except that the Stub Form replaces the Ledger Sheet.

DELINQUENT COLLECTIONS PROCEDURE



Note: Flow chart for the Stub Plan is similar to that of the Ledger Plan except that the Stub Form replaces the Ledger Sheet.

